PERFORMANCE WORK STATEMENT
U.S. Environmental Protection Agency
Region 4
Application Development Services

September 27, 2016

SECTION 1.0   INTRODUCTION/PURPOSE

The purpose of this task order is to provide Application Development support for the Region. Region 4's areas of responsibility are the states of Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee. The EPA Information Systems Management Branch is responsible for providing application development, augmentation, modification and maintenance for all locally developed applications.

Region 4 has approximately 40 applications in maintenance phase, four applications under development and 16 legacy PowerBuilder applications to be redeveloped. The programming environment at EPA R4 includes .Net, C, C++, Java, ColdFusion, PowerBuilder programming languages and Oracle (plsql).

a) **Legal Authority:** ITMRA Sec. 5112 (E)

b) **Regulatory Authority:** Compliance with Section 508: All Electronic and Information Technology (EIT) procured through this task must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists; 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended.

Requirements and Deliverables for this Task Order necessitate a high degree of systems analysis, programming, user support, documentation, expertise and experience. This activity is deemed very critical and responsive to the Agency's mission.

SECTION 2.0   SCOPE

The contractor shall provide support to the EPA Region 4 by developing applications as required by using .NET; utilizing any of the following tools or examples: web forms, custom objects, HTML, DHTML, XHTML, XML, XSL, Advanced Java, JSP, Active Directory, CSS, SSL, IIS ColdFusion, .NET, C++, and Visual Studio 2015 or 4GL programming languages and related programming languages and methodologies. The

contractor shall provide personnel familiar with SCRUM and/or Agile methodologies as well as the traditional Waterfall project and program methodology. The application developers will be responsible for designing, developing, testing, deploying and maintaining software applications, and providing end user support. Additionally, the contractor will be responsible for modernizing, refactoring and/or rewriting existing desktop client/server applications into web based applications and providing end user support.

Place of Performance

U.S. EPA – Region 4 Atlanta Regional Office, located in the Sam Nunn Atlanta Federal Center (SNAFC) at 61 Forsyth Street SW, Atlanta, Georgia.

SECTION 3.0   TECHNICAL REQUIREMENTS

Task 1   Quality Control

The contractor shall establish and maintain a complete quality control plan. The purpose of the quality control plan is to identify the processes, techniques and tools that will allow the contractor to meet or exceed the performance requirements identified in the PWS. At a minimum, the plan shall include the contractors approach to ensure accomplishment of each PWS task, all applicable internal management controls and identification of the roles and responsibilities of personnel responsible for quality control. The contractor shall submit the quality control plan for approval within thirty (30) days after contract start date. EPA will review the plan and provide comments for implementation within 15 calendar days after receipt of the plan.

TASK 2   System Development & Support

Software Development

The contractor shall provide full lifecycle client and web software application documentation, development and end user support. This includes creating, recreating, documenting and supporting client-server and web applications and components from conceptual exploration, system planning and requirements gathering phases, through design and testing, production, maintenance, and termination phases. Development includes taking a comprehensive, modern, best practices approach to coding and programming presentation-tier, middle-tier and data-tier components to include integrated functionality with the relational database backend. This work will require close integration and technical direction from members of the EPA software development team. The contractor shall provide personnel familiar with SCRUM and Agile methodologies as well as the traditional Waterfall project and program methodology.

Performance Requirements

Technical Direction will be given by the COR via email or the issues tracking system.

Plan, design, develop, maintain and terminate all new and existing regionally developed systems/applications in the Microsoft Windows environment

Windows Software Development

- Provide end user support and defect resolution;

- Completely document all regionally developed systems/applications;

- Maintain, support and plan for the redevelopment of legacy applications, including PowerBuilder applications;

- Provide database architectural and design capabilities.

Performance Standards

The contractor shall meet the following performance standards for this task:

- All areas/phases of the system lifecycle must follow the Agency and Regional System Lifecycle Management Policy;

- Timeframes for these requirements will be provided to the contractor in the form of a written technical direction document from the COR via email or the issues tracking system.

Deliverable products will be completely operational, computer software applications fully documented and tested with audience specific user technical classroom and video training courses, and technical documentation of EPA regional IT infrastructure. Specific deliverable items and completion dates will be determined and specified in writing. Written documentation for all systems is required at all phases of the system lifecycle as specified by the regional System Lifecycle Management Policy and must be compiled into the system management plan, including, but not limited to, requirement documents, entity relation diagrams, data flow diagrams, application/architecture schematics, fully commented program logic within the code, executive summaries and user guides. When applicable, deliverables will be provided using SCRUM/Agile methodology as directed by the COR.

Subtask 1.1   Systems Support

The contractor shall provide technical support and documentation to users of implemented systems. A variety of applications packages and PC tools will be used to provide support for all applications existing and new. Existing applications have been written in PowerBuilder/Oracle, Lotus Notes, .Net and ColdFusion.

Task 3   Technical Writing / Training

The contractor shall provide technical writing and user training. Technical writing includes gathering information from existing documentation and subject matter experts. The contractor shall use this information to compose clear documentation of new and existing software, and create user guides, manuals and visual representations of software applications and systems including training videos and tutorials. The contractor shall work with subject matter experts (SMEs) to create and maintain Standard Operating Procedures (SOPs).

User technical training shall include planning, developing or acquiring needed resources and curriculum for training classes designed to train regional users in the proper use of Agency software, equipment, remote access processes, etc.

Performance Requirements

Technical Direction will be given by the COR via email or the issues tracking system, and will cover all requirements applicable to the project:

- Work closely with business analysts, project manager, developers, system owner, and other stakeholders to document the entire system lifecycle for all systems and applications;

- Establish system management plans for all new and existing systems and applications;

- Submit deliverables as specified by the project plan to COR and project managers;

- Work in a small team environment;

- Analyze software requirements and document technical specifications for applications;

- Provide training and application support;

- Train users in proper use of software programs and applications, including planning, developing and presenting curriculum and courses;

- Host regional in-person and distant training events;

- Develop training content and materials;

- Work closely with subject matter experts and translate those experts knowledge to users.

Performance Standards

The contractor shall meet the following performance standards for this task:

- All areas/phases of the system lifecycle must follow the regional System Lifecycle Management Policy;

- Timeframes for these requirements will be provided to the contractor in the form of a written technical direction document from the COR via email or the issues tracking system.

TASK 4   Close-out

The contractor shall provide for the close-out of the Task Order at the end of the period of performance.

Subtask 4.1   Transition Plan

The contractor shall create a Transition Plan that is due 45 days before contract end and shall contain task order documentation inventory and transition of security plan.

Subtask 4.2   Task Order Documentation Inventory

The contractor shall conduct a physical inventory of all project and system documents, lifecycle documents, and other documentation (e.g., third party software) and provide documentation in the documents original or current format.

Subtask 4.3   Transition of Security

The contractor shall produce a Security Transition Plan providing a list of accounts associated with the Task Order and shall provide the names of the contractor employees with access to the aforementioned accounts. The plan shall document any

additional security procedures needed for or involved in applications (e.g., library accesses, database tables). The contractor shall also ascertain which contract staff have EPA access badges that must be returned.

Subtask 4.4   Scheduling Management

The contractor shall create a Transition Plan and schedule the activities to be completed within 30 days. The schedule must include milestone dates for the contractor to monitor priorities and milestones to identify potential conflicts. The contractor shall notify the COR when conflicts are identified.

SECTION 4.0   CONTRACTOR PERSONNEL QUALIFICATION REQUIREMENTS

System Developer / Programmer – Minimum Qualifications & Experience Requirements

The contractor shall provide staff having at least a B.S. in Computer Science or related field AND five (5) years of experience that can demonstrate expertise and abilities in the following areas:

- Designing, developing, testing, deploying and maintaining full enterprise software applications (database & user interfaces) usable on MS Windows platform;

- Providing end user support on implemented systems;

- Server, web hosting and services, process and procedures, using tools such as: web forms, custom objects, HTML, DHTML, XHTML, XML, XSL, Advanced Java, JSP, Active Directory, CSS, SSL, IIS;

- Creating and maintaining Oracle and MS SQL server database objects including tables, views, procedures, packages and triggers;

- Designing, developing and delivering web-based applications for common internet browser types (Internet Explorer, Mozilla, Firefox, Chrome);

- Developing applications with document management functionalities (i.e., browsing, attaching, indexing, cataloging, associating and storing documents);

- Modernizing, refactoring and redeveloping existing applications, including desktop client/server and web based applications;

- Maintenance and support of legacy applications, including PowerBuilder;

- Comprehensive software architecture, design/development of presentation tier, middle tier and data tier;

- Developing web and client server applications including seamless cross-tier integration of functionality;

- Programming and scripting languages (.NET, C++, PHP, J script, etc.);

- Source control tools;

- Complete range of software development lifecycle activities, including requirements gathering, design and documentation activities;

- Working in a small team environment.

Technical Writer / Trainer

The contractor shall provide staff having at least the following minimum qualifications:

- Requires a bachelor's degree in a related area and 5 years documented equivalent experience in presentation, documentation and training delivery experience;

- Experience working within the IT field as part of a software development team in direct contact with developers;

- 2 years' experience with a variety of educational development software (or equivalent) including Captivate, Camtasia and Articulate for generation of video training/help files;

- Experience in creation of both user and administrator manuals;

- Ability to professionally create, maintain and provide input to: technical manuals; user manuals; help files; technical release notifications; user release notifications; technical information bulletins; marketing material related to product releases and for user groups;

- Ability to professionally create, maintain and provide distant and local training and video training on various subjects including software, hardware, information systems, IT business and remote access processes;

- Excellent documentation and presentation skills;

- Task management skills and abilities;

- Good organization skills;

- Knowledge of information mapping techniques;

- Knowledge of application help development processes;

- Ability to communicate well with technical and non-technical personnel

SECTION 5.0   REPORTING REQUIREMENTS

The contractor shall provide a monthly narrative report to the COR via email that includes the following information:

- Brief description of the requirement and acceptable quality level, as stated in the QASP

- Brief summary of accomplishments during the reporting period and significant events regarding the task

- Listing of deliverables provided during the reporting period and/or progress on deliverable products

- Listing of on-going development projects

- Statistics detailing the numbers and type of support tickets pending and resolved from the IT Helpdesk related to application development during the reporting period

Reports must be generated from the first calendar day of each month to the last calendar day of each month (i.e., January 1st through 31st, February 1st through 28th or 29th, etc.). Electronic copies of all monthly narrative and task summary reports are required by the COR and are due by the 20th of the following month.

SECTION 6.0   SECURITY, CONFIDENTIALITY & PRIVACY

Security Requirements

- Confidentiality & Privacy: Refer to Section H-9 for project employee confidentiality agreement

- Clearances: Refer to Section H-11 for security clearance requirement

- Confidential Business Information (CBI): Refer to Section H-12 for treatment of confidential business information

FOIA Information Guidelines

- Contract support shall be involved in the retrieval and preparation of documents responsive to Freedom of Information Act (FOIA) requests, based on specific requests from the COR;

- The contractor may have access to sensitive data in the performance of assigned work. The contractor is prohibited from releasing any information about EPA files, data processing activities, functions, user identifications, passwords or any other knowledge of EPA operations or data unless authorized by a designated EPA Contracting Officer;

- Each contract employee with access to sensitive and/or confidential business information (CBI) data or systems is required to sign a statement that they have been briefed, understand and will comply with EPA and Region 4's CBI security and privacy rules.

SECTION 7.0   GOVERNMENT QUALITY ASSURANCE

The government will monitor and evaluate the contractor's performance under the Order in accordance with the PWS performance standards identified in the Quality Assurance Surveillance Plan (QASP).

SECTION 8.0   TRAINING REQUIREMENTS

The contractor is required to meet specialized training requirements in several areas. The EPA must ensure contractors have successfully completed commercial training within six (6) months after beginning work on this task for the software listed below. Proof of completion will be a copy of the contractor's certificate of successful completion for the training which was provided by the training vendor, or other documentation provided by the training vendor that certifies successful completion of the training.

Security Training

All EPA, contractor and grantee personnel are required to take an on-line annual Information Security Awareness Training provided by the Agency.

Task-Specific Training

The contractor shall be required to keep staff trained as the Agency standard technology changes.

System Development & Support and Training

Contractors assigned to Task 2 and Task 3 must have, or have the ability to successfully complete, commercial training within six (6) months after beginning work. The training class must be intended for technical IT professionals.

System Development Lifecycle – Agile/SCRUM Methodology – A specific training course title is not required as long as it includes training on Agile or SCRUM system development lifecycle (SDLC) subject matter.

Hardware, Software and LAN Environment

Hardware
- Computers and peripherals, including laptops and docking stations
- Lexmark Multifunction Devices (current Agency standard configuration)
- Xerox printers and copiers (Multifunction Devices)
- Windows file servers (current Agency standard version)
- Backup system
- Storage Area Network (SAN)
- iPhone mobile devices (various models)
- Other Agency approved mobile devices

Software
- Internet Explorer
- SAS
- Electronic Mail (Lotus Notes)
- ColdFusion
- ArcGIS
- ArcView
- ArcSDE
- Windows OS 7
- Oracle relational databases
- SQL development programs
- Dreamweaver
- WordPerfect
- Microsoft Office Professional (current Agency standard version)
- Adobe Acrobat (current Agency standard version)
- MS Project
- MS Visio
- Bomgar
- Scanning/OCR software

Networking
- Ethernet
- TCP/IP
- UDP
- DNS
- NIS
- SAMBA
- Active Directory
- DHCP

SECTION 9.0   TECHNICAL DEFINITIONS, ABBREVIATIONS AND ACRONYMS

ITSS: Information Technology Support Services

ISMB: Information Systems Management Branch

QASP: Quality Assurance Surveillance Plan

TPOC: Technical Point of Contact

COR: Contracting Officer's Representative